ScJS 44 (Rev. 12/07, NJ 5/08)

## CIVIL COVER SHEET

The IS 44 civil cover sheet and the information contained herein neither replace nor supplement the filing and service of pleadings or other papers as required by law, except as provided by local rules of court. This form, approved by the Judicial Conference of the United States in September 1974, is required for the use of the Clerk of Court for the purpose of initiating the civil docker sheet. (SEE INSTRUCTIONS ON THE REVERSE OF THE FORM.)

the civil docker sizer. (SEE IS	National individual individual	Rad OF THE FORM.)					
I. (a) PLAINTIFFS			DEFENDANTS				
JERRY L. MORAN				NCO FINANCIAL SYSTEMS, INC.			
(b) County of Residence	of First Listed Plaintiff			County of Residence	e of First L	isted Defendant	
(c) Attorney's (Firm Name, Address, Telephone Number and Email Addr			iress)	NOTE: IN LAND CONDEMNATION CASES, USE THE LOCATION OF THE			
Craig Thor Kimmel, E				LAN	D INVOLV	ED.	•
Kimmeł & Silverman,	P.C.			Attorneys (If Known)			
30 E. Butler Pike				7440711073 (11 141041)			
Ambler, PA 19002							
(215) 540-8888			. 6				
II. BASIS OF JURISE	OICTION (Place an "X" is	o One Box Only)	III. C			IPAL PARTIES	(Place an "X" in One Box for Plaintiff
J 4 U.S. Government	■ 3 Federal Question			(For Diversity Cases Only		ef .	and One Box for Defendant) PTF DEF
Plaintiff	(U.S. Government )	Pot a Party)	Citiz	en of This State		1 Incorporated or P of Business In Th	rincipal Place 🔲 4 🗇 4
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Defendant	•	p of Parties in Item III)				of Business In	
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7 160 Stockholders' Suits	355 Motor Vehicle	Property Damage		Act		Black Lung (923)	☐ 875 Customer Challenge
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VI. CAUSE OF ACTI	Estrei describuon of ca	use: ction Practices A	ct				
VII. REQUESTED IN COMPLAINT:	CHECK IF THIS UNDER F.R.C.P.	IS A CLASS ACTIO 23	N D	EMAND S		CHECK YES only JURY DEMAND	y if demanded in complaint: D: <b>2</b> Yes
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## IN THE UNITED STATES DISTRICT COURT FOR THE EASTERN DISTRICT OF PENNSYLVANIA

### CASE MANAGEMENT TRACK DESIGNATION FORM

Telephone	FAX Number	E-Mail Address		
015-540-8888	800-863-1689	Kimmel@credifluwi	<u>Com</u>	
10-13-10 Date	Cruig Thu Limme!  Attorney-at-law	Jerry L. Mura Attorney for	<u>-n</u>	
(f) Standard Management -	Cases that do not fall into any c	one of the other tracks.	D	
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(c) Arbitration - Cases requi	red to be designated for arbitrat	tion under Local Civil Rule 53.2.	( )	
(b) Social Security – Cases requesting review of a decision of the Secretary of Health and Human Services denying plaintiff Social Security Benefits. ( )				
(a) Habeas Corpus - Cases b	prought under 28 U.S.C. § 2241	through § 2255.	( )	
SELECT ONE OF THE FO	DLLOWING CASE MANAGE	EMENT TRACKS:		
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Jerry L Mora	2n	CIVIL ACTION		

(Civ. 660) 10/02

## Case 2:10-cv-05400-CDJ Document 1 Filed 10/13/10 Page 3 of 12

## UNITED STATES DISTRICT COURT

issignment to appropriate calendar. Address of Plaintiff: <u>2560 E. Northwyrld AVP, T.</u>	erre Haule, Indiana 47805
Address of Defendant: 507 Prudentra   Road, Ho	STEM I PA 19099
Place of Accident, Incident or Transaction: (Use Reverse Side For	. A J Prof I C
·	• •
Does this civil action involve a nongovernmental corporate party with any parent corporation	
(Attach two copies of the Disclosure Statement Form in accordance with Fed.R.Civ.P. 7.1(a	ı)) Yes□ NoŪ
Does this case involve multidistrict litigation possibilities?	Yes O No
RELATED CASE, IF ANY:	
Case Number: Judge	Date Terminated:
Civil cases are deemed related when yes is answered to any of the following questions:	
. Is this case related to property included in an earlier numbered suit pending or within one	year previously terminated action in this court?
	Yes No
. Does this case involve the same issue of fact or grow out of the same transaction as a prior	
action in this court?	/
and the second	Yes No No
Does this case involve the validity or infringement of a patent already in suit or any earlier	
terminated action in this court?	Yes No No
. Is this case a second or successive habeas corpus, social security appeal, or pro-sectivil rig	hts case filed by the same individual?
	Yes Not
IVIL: (Place ✓ in ONE CATEGORY ONLY)	
Federal Question Cases:	B. Diversity Jurisdiction Cases:
I. ☐ Indemnity Contract, Marine Contract, and All Other Contracts	Insurance Contract and Other Contracts
2. □ FELA	2. D Airplane Personal Injury
3. □ Jones Act-Personal Injury	3. Assault, Defamation
4. 🗆 Antitrust	4.   Marine Personal Injury
5. D Patent	5.   Motor Vehicle Personal Injury
5. D Labor-Management Relations	6. Other Personal Injury (Pleas
	specify)
7. Civil Rights	7.  Products Liability
3. □ Habeas Corpus	8. Products Liability — Asbestos
O. D Securities Act(s) Cases	<ol> <li>□ All other Diversity Cases</li> </ol>
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Relief other than monetary damages is sought,	
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Attorney-at-Law  NOTE: A trial de novo will be a trial by jury only if the	Attorney I.D.# nere has been compliance with F.R.C.P. 38.
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certify that, to my knowledge, the within 1996 is not related to any case now pending o	r within one year previously terminated action in this court
xcept as noted above.	,
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Attorney-at-Law	Attomey LD.#

## UNITED STATES DISTRICT COURT FOR THE EASTERN DISTRICT OF PENNSYLVANIA

2	EASTERN DISTRICT OF PENNSYLVANIA			
3	,			
4	JERRY L. MORAN, )			
5	) Plaintiff )			
6	) v. ) Case No.:			
7	j j			
8	NCO FINANCIAL SYSTEMS, INC., ) COMPLAINT AND DEMAND FOR ) JURY TRIAL			
9	Defendant (Unlawful Debt Collection Practices)			
10	COMPLAINT			
11	COMPLAINT			
13	JERRY L. MORAN ("Plaintiff"), by his attorneys, KIMMEL &			
14	SILVERMAN, P.C., alleges the following against NCO FINANCIAL SYSTEMS			
15	INC. ("Defendant"):			
16	INTRODUCTION			
17	Count I of Plaintiff's Complaint is based on the Fair Debt Collection			
18				
19	Practices Act, 15 U.S.C. § 1692 et seq. ("FDCPA").			
20	JURISDICTION AND VENUE			
21	2. Jurisdiction of this court arises pursuant to 15 U.S.C. § 1692k(d)			
22	which states that such actions may be brought and heard before "any appropriate			
23	United States district court without regard to the amount in controversy," and 2			
24				
25				

U.S.C. § 1331 grants this court original jurisdiction of all civil actions arising under the laws of the United States.

- Defendant conducts business in Commonwealth of Pennsylvania, and as such, personal jurisdiction is established.
  - 4. Venue is proper pursuant to 28 U.S.C. § 1391(b)(1).
- 5. Declaratory relief is available pursuant to 28 U.S.C. §§ 2201 and 2202.

### **PARTIES**

- Plaintiff is a natural person residing at 2560 E. Northwood Avenue,
   Terre Haute, Indiana 47805.
- 7. Plaintiff is a person granted a cause of action under the FDCPA. See 15 U.S.C. § 1692k(a) and Wenrich v. Cole, 2000 U.S. Dist. LEXIS 18687 (E.D. Pa. Dec. 22, 2000).
- 8. Defendant is a national debt collection company with corporate headquarters located at 507 Prudential Road, Horsham, Pennsylvania 19044.
- 9. Defendant is a "debt collector" as that term is defined in 15 U.S.C. § 1692a(6) and repeatedly contacted Plaintiff in its attempts to collect a debt.
- 10. Defendant acted through its agents, employees, officers, members, directors, heirs, successors, assigns, principals, trustees, sureties, subrogees, representatives, and insurers.

## 

## PRELIMINARY STATEMENT

- 11. The Fair Debt Collection Practices Act ("FDCPA") is a comprehensive statute, which prohibits a catalog of activities in connection with the collection of debts by third parties. See 15 U.S.C. § 1692 et seq. The FDCPA imposes civil liability on any person or entity that violates its provisions, and establishes general standards of debt collector conduct, defines abuse, and provides for specific consumer rights. 15 U.S.C. § 1692k. The operative provisions of the FDCPA declare certain rights to be provided to or claimed by debtors, forbid deceitful and misleading practices, prohibit harassing and abusive tactics, and proscribe unfair or unconscionable conduct, both generally and in a specific list of disapproved practices.
- 12. In particular, the FDCPA broadly enumerates several practices considered contrary to its stated purpose, and forbids debt collectors from taking such action. The substantive heart of the FDCPA lies in three broad prohibitions. First, a "debt collector may not engage in any conduct the natural consequence of which is to harass, oppress, or abuse any person in connection with the collection of a debt." 15 U.S.C. § 1692d. Second, a "debt collector may not use any false, deceptive, or misleading representation or means in connection with the collection of any debt." 15 U.S.C. § 1692e. And third, a "debt collector may not use unfair or unconscionable means to collect or attempt to collect any debt." 15 U.S.C. §

1692f. The FDCPA is designed to protect consumers from unscrupulous collectors, whether or not there exists a valid debt, broadly prohibits unfair or unconscionable collection methods, conduct which harasses, oppresses or abuses any debtor, and any false, deceptive or misleading statements in connection with the collection of a debt.

- 13. In enacting the FDCPA, the United States Congress found that "[t]here is abundant evidence of the use of abusive, deceptive, and unfair debt collection practices by many debt collectors," which "contribute to the number of personal bankruptcies, to marital instability, to the loss of jobs, and to invasions of individual privacy." 15 U.S.C. § 1692a. Congress additionally found existing laws and procedures for redressing debt collection injuries to be inadequate to protect consumers. 15 U.S.C. § 1692b.
- debts by debt collectors. The express purposes of the FDCPA are to "eliminate abusive debt collection practices by debt collectors, to insure that debt collectors who refrain from using abusive debt collection practices are not competitively disadvantaged, and to promote consistent State action to protect consumers against debt collection abuses." 15 U.S.C. § 1692e.

## FACTUAL ALLEGATIONS

15. Defendant and others it retained began in February 2010 constantly

and continuously placing harassing and abusive collection calls to Plaintiff seeking and demanding payment for an alleged consumer debt of another person.

- 16. Upon information and belief, the alleged debt Defendant was seeking to collect arose out of transactions which were primarily for personal, family, or household purposes.
- 17. Defendant and others it retained placed calls to Plaintiff's home telephone.
- 18. Defendant and others it retained left messages on Plaintiff's answering machine in its attempts to collect the alleged debt.
- 19. Repeatedly, Plaintiff informed Defendant that he is not the person that owes the debt and that he does not know the individual that owes the alleged debt.
- 20. Despite this, Defendant continued to contact Plaintiff in its attempts to collect the alleged debt.
- 21. Further, on numerous occasions, Plaintiff instructed Defendant to stop contacting him on his home telephone.
- 22. Despite Plaintiff's requests and instructions not to contact him about the debt owed by a third person, Defendant and others it retained still continued to contact Plaintiff.
- 23. Defendant's repetitive calls to Plaintiff were disturbing, harassing, an invasion of privacy and caused Plaintiff not to answer his phone.

- 24. Further, Defendant's repeated phone calls caused Plaintiff on two occasions to pay to have his telephone number changed in order to get relief from Defendant's telephone calls.
- 25. Despite having changed his phone number twice, Defendant obtained Plaintiff's new telephone numbers and has continued contacting him in its attempts to collect a debt belonging to another person.
- 26. Most recently, on March 9, 2010, Defendant contacted Plaintiff contacted Plaintiff in its attempts to collect an alleged debt of another person.

## CONSTRUCTION OF APPLICABLE LAW

- 27. The FDCPA is a strict liability statute. Taylor v. Perrin, Landry, deLaunay & Durand, 103 F.3d 1232 (5th Cir. 1997). "Because the Act imposes strict liability, a consumer need not show intentional conduct by the debt collector to be entitled to damages." Russell v. Equifax A.R.S., 74 F. 3d 30 (2nd Cir. 1996); see also Gearing v. Check Brokerage Corp., 233 F.3d 469 (7th Cir. 2000) (holding unintentional misrepresentation of debt collector's legal status violated FDCPA); Clomon v. Jackson, 988 F. 2d 1314 (2nd Cir. 1993).
- 28. The FDCPA is a remedial statute, and therefore must be construed liberally in favor of the debtor. Sprinkle v. SB&C Ltd., 472 F. Supp. 2d 1235 (W.D. Wash. 2006). The remedial nature of the FDCPA requires that courts interpret it liberally. Clark v. Capital Credit & Collection Services, Inc., 460 F. 3d

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1162 (9th Cir. 2006). "Because the FDCPA, like the Truth in Lending Act (TILA)

15 U.S.C § 1601 et seq., is a remedial statute, it should be construed liberally in favor of the consumer." Johnson v. Riddle, 305 F. 3d 1107 (10th Cir. 2002).

29. The FDCPA is to be interpreted in accordance with the "least sophisticated" consumer standard. See Jeter v. Credit Bureau, Inc., 760 F.2d 1168 (11th Cir. 1985); Graziano v. Harrison, 950 F. 2d 107 (3rd Cir. 1991); Swanson v. Southern Oregon Credit Service, Inc., 869 F.2d 1222 (9th Cir. 1988). The FDCPA was not "made for the protection of experts, but for the public - that vast multitude which includes the ignorant, the unthinking, and the credulous, and the fact that a false statement may be obviously false to those who are trained and experienced does not change its character, nor take away its power to deceive others less experienced." Id. The least sophisticated consumer standard serves a dual purpose in that it ensures protection of all consumers, even naive and trusting, against deceptive collection practices, and protects collectors against liability for bizarre or idiosyncratic interpretations of collection notices. Clomon, 988 F. 2d at 1318.

# COUNT I DEFENDANT VIOLATED THE FAIR DEBT COLLECTION PRACTICES ACT

- 30. In its actions and methods in attempting to collect the alleged debt, Defendant violated the following aspects of the FDCPA:
  - a. Defendant, despite being requested to stop, communicated with

Plaintiff more then once in an effort to acquire location information about the consumer, in violation of 15 U.S.C. § 1692b(3);

- b. Communicating with Plaintiff in connection with the collection of a debt at a time and a place known or which should be known to be inconvenient to the Plaintiff, in violation of 15 U.S.C. § 1692c(a)(1);
- c. Communicating with Plaintiff about a debt allegedly owed by another individual, in violation of 15 U.S.C. § 1692c(b);
- d. Engaging in conduct the natural consequence of which is to harass, oppress, or abuse Plaintiff in connection with the collection of a debt, in violation of 15 U.S.C. § 1692d;
- e. Causing a telephone to ring or engaging Plaintiff in telephone conversation repeatedly or continuously with intent to annoy, abuse, or harass Plaintiff at the called number, in violation of 15 U.S.C. § 1692d(5);
- f. Using unfair or unconscionable means to collect or attempt to collect any debt, in violation of 15 U.S.C. § 1692f;
- 31. As a result of the above violations of the FDCPA, Defendant is liable to Plaintiff in the sum of Plaintiff's actual damages, statutory damages, and attorney's fees and cost.
- WHEREFORE, Plaintiff, JERRY L. MORAN, respectfully prays for a judgment as follows:
  - Declaratory judgment that Defendant's conduct violated the FDCPA;

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- All actual compensatory damages suffered pursuant to 15 b. U.S.C. § 1692k(a)(1);
- Statutory damages of \$1,000.00 for each violation of the c. FDCPA pursuant to 15 U.S.C. § 1692k(a)(2)(A);
- All reasonable attorneys' fees, witness fees, court costs and d. other litigation costs incurred by Plaintiff pursuant to 15 U.S.C. § 1692k(a)(3); and
- Any other relief deemed appropriate by this Honorable Court. e.

#### JURY DEMAND

Pursuant to Civil Rule 38, Plaintiff hereby demands a trial by jury on all issues in this action, and any issues relating to the amount of attorneys' fees and litigation costs to be awarded should Plaintiff prevail on any of his claims in this action.

RESPECTFULLY SUBMITTED,

DATED: 10-13-10 KIMMEL & SILVERMAN, P.C..

By:

Craig Thor Kimmel Attorney ID # 57100 Kimmel & Silverman, P.C. 30 E. Butler Pike

Ambler, PA 19002 Phone: (215) 540-8888

Fax: (215) 540-8817

Email: kimmel@creditlaw.com